Guiding Principles

"Smart Government Saves and Serves"
Lonice Barrett, Director of the Governor's Office of Implementation

CUSTOMER SUPPORT

OIT is committed to providing services and support to the DHR Divisions and Offices in support of their missions to serve the citizens of Georgia.

> Reliable and Secure – we will provide a reliable and secure technology infrastructure designed to protect the resources of our agency and our client information.

> Ease of Use – DHR applications, systems and communication devices will be integrated and easy to use.

RESPONSIVENESS

OIT will provide a responsive information technology environment in which employees can access information in a manner that supports their business needs.

> Alignment – DHR strategic priorities will drive IT strategies and investments. While IT requirements may differ across various programs, we will strive to allocate resources appropriately and accountably, anticipating and adopting IT innovations and standards where beneficial to DHR as a whole.

> Adaptive – we will maintain a flexible and agile technology environment in which we can react quickly and efficiently to changes in DHR's services to Georgians.

> Promote Sharing – we will work to link systems and data across the agency by developing a practical and pragmatic Enterprise Architecture framework.

> Proactive – we will continually listen to our customers and utilize our knowledge and experience in technology to assist with the identification of solutions to business problems and opportunities.

> Leveraging Emerging Technologies – we will continually scan our combined customers' needs to identify opportunities where we can apply new and innovative technologies.

OUR WORK ETHIC

OIT will continually work to improve and enhance our services and products so as to achieve the highest possible yield on our investments.

> Reusability – we will deliver services efficiently and effectively. Our goal is to reduce the delivery time of our implementations by leveraging existing solutions and components for the good of the DHR enterprise.

> Methodology – we will use consistent and proven methodologies in the delivery of our services, all designed to reduce the cost of IT while improving the quality and timeliness of our work.

> Standards and Fiscal Responsibility – we will strive to develop and maintain IT standards that form the foundation for our information technology environment. These standards help us to achieve the highest yield for our technology investments.